Quarterly Monitoring Report
Qtr 1 2016

London
Luton
Airport

INTRODUCTION

The purpose of this report is to advise the community of statistics concerning aircraft operations at London Luton Airport (LLA) and related complaints during the period January to March 2016.

KEY MONITORING INDICATORS – 1ST QUARTER 2016

Parameter		1st Quarter 2016	1st Quarter 2015
Total Aircraft Movements	↑	26,907	22,824
Night Movements (23.00 – 07.00)	↑	2,281	1,991
Early Morning Movements (06.00 – 07.00)	↑	822	751
Total Passenger Number	↑	2,745,345	2,184,998
24hr CDA (% achievement)	↑	87%	83%
Day CDA (% achievement)	↑	87%	84%
Night CDA (% achievement)	↑	83%	77%
Track Violations	-	-	-
Departure Noise Infringements (Day)	↑	3	0
Departure Noise Infringements (Night)	↑	1	0
Noise Monitor Results			
No. Day (Night) > 85 dB(A)	-	45 (8)	66 (6)
No. Day (Night) > 76 dB(A)	-	1,563 (211)	1,659 (172)
No. Day (Night) > 70 dB(A)	-	7,943 (632)	7,080 (503)
Night Noise Contour Area (48 dB $L_{Aeq, 8h}$)		19.6km^2	15.9km^2
Noise Complaints	↑	191	107
Complainants	↑	64	40
Number of New Complainants	↑	11	9
Largest Source of Complaints	-	Deps. West	Deps. West
Origin of Concerns (>5 Complainants)	-	Flamstead Harpenden South Luton St Albans	-
Westerly/Easterly Runway Split (%)	-	73/27	75/25

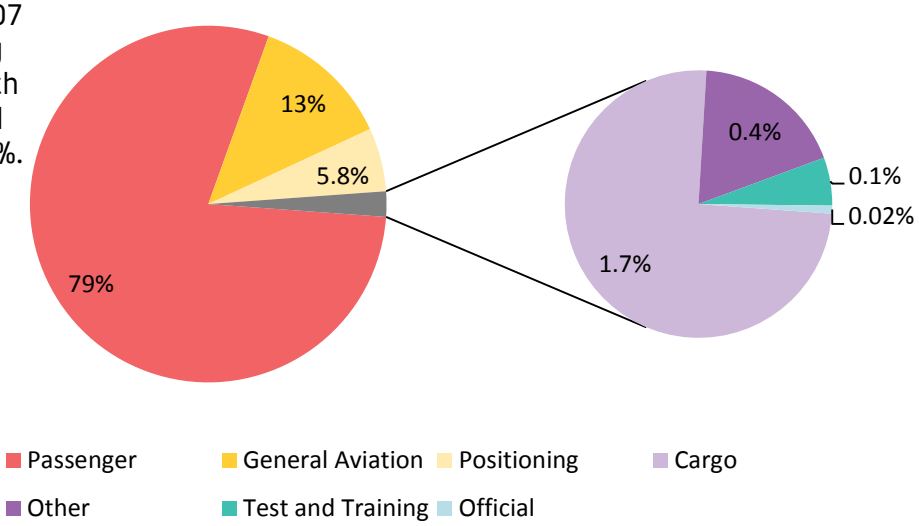
1 AIR TRAFFIC DATA

1.1 Aircraft Movements

There were a total of 26,907 aircraft movements during this quarter (compared with 22,824 for the same period in 2015), an increase of 18%.

This resulted in an average 296 movements per 24 hours (compared to 254 last year).

Total Aircraft Movements (%)



A breakdown of these movements is shown below:

	Commercial				Non-Commercial*					Total
	Cargo	*Passenger*	*Positioning*		*Military*	*Official*	*Other*[1]	*General Aviation*[2]	*Test & Training*	
			Other	*STN*						
Jan 2016	139	6,668	449	21	0	0	34	1,023	6	**8,340**
Feb 2016	162	6,782	501	19	0	0	42	1,204	17	**8,727**
Mar 2016	162	7,901	542	18	0	6	38	1,160	13	**9,840**
QTR Total	**463**	**21,351**	**1,492**	**58**	**0**	**6**	**114**	**3,387**	**36**	**26,907**

1.2 Passenger Statistics

A total of 2,745,345 passengers passed through LLA during the period January to March 2016 (compared with 2,184,998 for the same period last year), 2,709,908 on scheduled flights (98.7%) and 35,437 on charter flights (1.3%). This represents an increase in passengers of 26% year on year and equates to an average 30,168 passengers per 24 hours (compared to 24,278 during the first quarter last year).

	Domestic	EU	Non-EU	Total
Jan 2016	61,150	516,902	241,670	**820,722**
Feb 2016	78,899	557,179	242,968	**879,046**
Mar 2016	83,415	675,292	286,870	**1,045,577**
QTR Total	**224,464**	**1,749,373**	**771,508**	**2,745,345**

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* *Non-Commercial relates to aircraft not operating for hire or reward.*

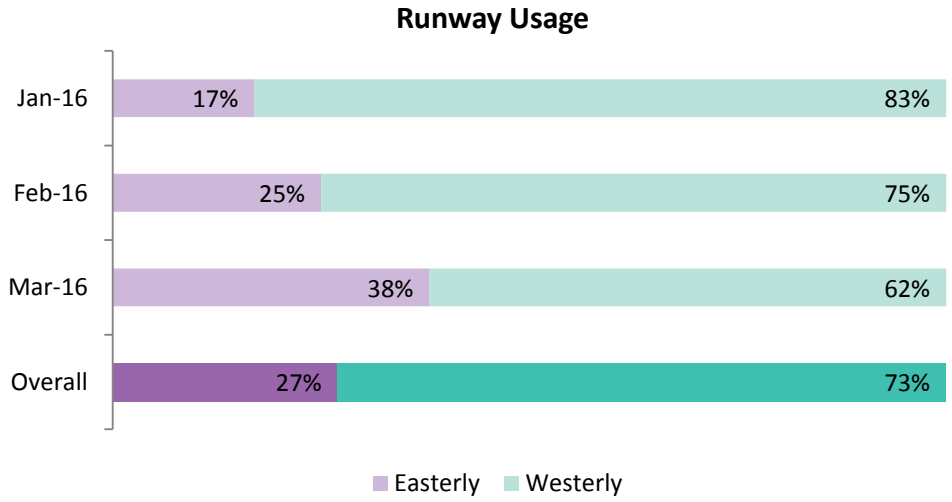
[1] *Other relates to flights coming for maintenance and or departing aircraft that has made an unscheduled return to base*

[2] *General Aviation incorporates Private Aircraft, Helicopters and Business Jets*

1.3 Runway Usage

The direction of operation is determined by wind direction. Aircraft operating in a westerly direction take off towards the west and land from the east. Aircraft operating in an easterly direction take off towards the east and land from the west.

The runway usage split during this period was 27% easterly and 73% westerly (compared to 25% / 75% for the same quarter last year). The breakdown of these statistics, on a monthly basis, is as follows:



1.4 Night Flying Restrictions

As from 1st April 2015 London Luton Airport introduced new Night Restrictions as part of the planning conditions.

These restrictions have been put in place to limit and mitigate noise disturbance from aircraft operating at night, to prohibit aircraft of certain types from operating, as well as limiting the number of occasions on which aircraft may take off or land.

The night flying restrictions contain a 12 month period aircraft movement limit and a 12 month period quota count limit. The quota count (QC) means that points are allocated to different aircraft types according to how noisy they are. The noisier the aircraft type, the higher the points allocated. This provides an incentive for airlines to use quieter aircraft types.

1.4.1 Definitions

The 'Night Quota Period'

The 'Night Quota Period' is from 23:30 to 06:00 hours local, during which period aircraft movements (take-off or landing) are restricted by a limit on the number of movements with noise quotas as an additional measure.

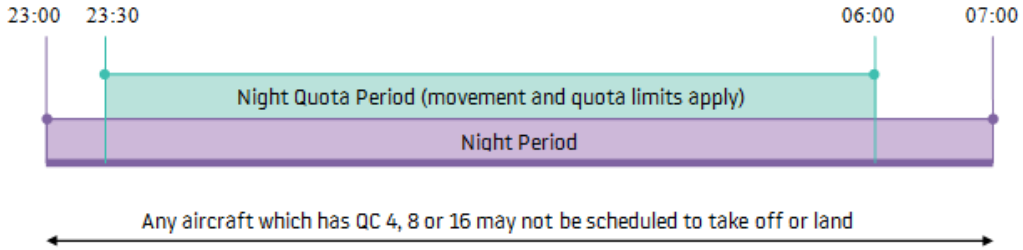
Aircraft are certified by the International Civil Aviation Organisation (ICAO) according to the noise they produce during specific certification tests conducted by the manufacturer. They are classified separately for both take off and landing. The points are then allocated to different aircraft types according to how noisy they are. The table overleaf records to QC bands identified by the certified noise levels, and gives some typical example aircraft, some of which operate from LLA:

Certificated noise level (EPNdB)	Quota count	Typical aircraft
Greater than 101.9	QC 16	Some Boeing 747-100/200 Antonov 124/225
99 to 101.9	QC 8	Some Boeing 747-400 McDonnell Douglas DC-8
96 to 98.9	QC 4	Boeing 737-200ADV McDonnell Douglas DC-10
93 to 95.9	QC 2	Boeing 777-200 Airbus A300-600 Airbus A330
90 to 92.9	QC 1	Airbus A320/A321 Some Boeing 737-800 Boeing 757-200 Boeing 787-8
87 to 89.9	QC 0.5	Airbus A319/A320 Boeing 737-400 Boeing 737-800 Boeing 787-8
84 to 86.9	QC 0.25	Airbus A319/A320 Global Express Dassault Falcon 7X/900/2000
Less than 84	QC 0	Challenger series (eg CL600) BAe ATP Cessna 525/550

The 'Early Morning Shoulder Period'

The 'Early Morning Shoulder Period' is 06:00 to 07:00 hours local. During this period aircraft movements (take-off or landing) are restricted by a limit on the number of movements (the same as the Night Quota Period).

1.4.2 Restrictions at London Luton Airport



1.4.3 Aircraft movement and quota count limits (per 12 month period)

Condition 11(f) requires that for the Night Quota Period (2330 - 0600) the following limits shall not be exceeded:

(i) Total annual movements by aircraft per 12 month period shall be limited to 9,650;
(ii) The total annual noise quota in any 12 month period shall be limited to 3,500.

Condition 11(h) requires that for the Early Morning Shoulder Period (0600 – 0700) the total annual movements by aircraft in any 12 month period shall be limited to 7,000.

The table overleaf provides the aircraft movement and quota count for the period January to March 2016, and shows total annual movements and noise quota per 12 month period and compares those against the limits set by planning conditions.

	Night Quota Period (2330-0600)		Early Morning Shoulder (0600-0700)
	Movements Limited to 9,650	*Quota Count* Limited to 3,500	*Movements* Limited to 7,000
Apr 2015	575	205.75	447
May 2015	723	242.00	487
June 2015	811	266.75	511
July 2015	786	284.00	521
Aug 2015	700	258.50	544
Sept 2015	772	284.00	523
Oct 2015	658	239.00	469
Nov 2015	413	158.25	269
Dec 2015	396	159.00	256
Jan 2016	360	132.75	250
Feb 2016	366	150.00	259
Mar 2016	396	165.50	313
QTR Total	**1,122**	**448.25**	**822**
Total for preceding 12 months	*6,956*	*2,545.50*	*4,849*

1.5 Day/Night Ratio of Movements - Actual

There were 2,281 night operations during the quarter (compared to 1,991 for the first quarter 2015), an average 25 movements per night (compared to 22 last year). Arriving aircraft accounted for 54% of total night movements and the average ratio of total aircraft operations during the quarter was 91.5% day / 8.5% night (compared to 91.3% / 8.7% for the same quarter last year).

	Day Movements (0700-2300)			Night Movements (2300-0700)					Total
	Day movements			*Night Quota Period (2330-0600)*		*Early Morning Shoulder (0600-0700)*		Total Night Movements (2300 – 0700)	
	A	D	Total	A	D	A	D		
Apr 2015	4,001	4,058	8,059	404	171	103	344	1,156	9,215
May 2015	4,618	4,774	9,392	539	184	96	391	1,367	10,759
June 2015	4,834	5,062	9,896	620	191	96	415	1,483	11,379
July 2015	5,023	5,256	10,279	598	188	92	429	1,499	11,778
Aug 2015	4,769	4,894	9,663	554	146	90	454	1,410	11,073
Sept 2015	4,748	4,902	9,650	577	195	104	419	1,465	11,115
Oct 2015	4,687	4,816	9,503	480	178	108	361	1,270	10,773
Nov 2015	3,924	4,068	7,992	259	154	120	149	787	8,779
Dec 2015	3,882	4,071	7,953	263	133	106	150	764	8,717
Jan 2016	3,795	3,827	7,622	219	141	87	163	718	**8,340**
Feb 2016	3,971	4,029	8,000	225	141	85	174	727	**8,727**
Mar 2016	4,463	4,541	9,004	263	133	95	218	836	**9,840**
QTR Total	**12,229**	**12,397**	**24,626**	**707**	**415**	**267**	**555**	**2,281**	**26,907**
Total for preceding 12 months	*52,715*	*54,298*	*107,013*	*5,001*	*1,955*	*1,182*	*3,667*	*13,482*	*120,495*

1.6 Day/Night Ratio of Movements – Forecast

	2016 Forecast of Aircraft Movements		
	Day Movements (0700 – 2300hrs)	*Night Movements (2300 to 0700hrs)*	*Total*
April 2016	9,500	1,349	10,849
May 2016	11,028	1,602	12,630
June 2016	11,568	1,728	13,296
July 2016	12,053	1,765	13,818
August 2016	11,440	1,672	13,112
September 2016	11,340	1,715	13,055
October 2016	11,170	1,474	12,644
November 2016	9,365	888	10,253
December 2016	9,365	867	10,232
January 2017	8,056	775	8,831
February 2017	8,124	701	8,825
March 2017	9,417	866	10,283
Total for following 12 months	122,426	15,402	*137,828*

2 DEPARTING AIRCRAFT

2.1 Departure Route Analysis

The following table reports the average and total number of departures on each flight route, differentiating between easterly (08) and westerly (26) operations. Night movements quoted below departed between 23:00 hrs and 07:00 hrs.

		Departures											Total
		MATCH/ DETLING			*COMPTON*		*OLNEY*		*Other**		Helicopter		
		08	26 Conv	26 RNAV	08	26	08	26	08	26	08	26	
Jan 2016	Daytime	364	240	1,651	177	810	87	431	9	45	0	13	**3,827**
	Night-time	26	29	100	26	107	5	39	0	1	0	0	**333**
Feb 2016	Daytime	550	208	1,463	328	885	130	396	7	46	1	15	**4,029**
	Night-time	21	19	96	37	111	8	36	1	3	0	2	**334**
Mar 2016	Daytime	976	188	1,361	492	861	224	368	19	39	1	12	**4,541**
	Night-time	55	20	80	73	113	10	31	2	1	0	2	**387**
QTR	**Total**	**1,992**	**704**	**4,751**	**1,133**	**2887**	**464**	**1,301**	**38**	**135**	**2**	**44**	**13,451**
	Daily Average	*22*	*8*	*52*	*12*	*32*	*5*	*14*	*0*	*1*	*0*	*0*	*148*

2.2 Departure – Track Keeping

All propeller-driven aircraft with Maximum Take Off Mass (MTOM) over 5,700kg and all jet aircraft leaving London Luton Airport are required to follow specific departure routes known as Noise Preferential Routes (NPRs). The obligations of NPRs for conventional SIDs cease when a height of 3,000ft QNH (between 07:00hrs to 23:00hrs local time) and 4,000ft QNH (during night time, 23:00hrs to 07:00hrs local time) has been reached. The obligations of the RNAV1 NPR ceases when a height of 4,000ft QNH has been reached at all times. An NPR is a corridor 3 kilometres wide (2km for the RNAV route), within which aircraft are deemed to be flying on track.

Once aircraft have cleared the designated NPR zone Air Traffic Control (ATC) can instruct the pilots to fly a more direct heading towards their destination. This is known as vectoring.

Last year London Luton Airport implemented a Track Violation Penalty System as part of the noise planning conditions. Using the current Aircraft Noise and Track Monitoring System the Airport's specialist Flight Operations Department evaluates the radar tracks and investigate with required input from ATC and airlines. Where the aircraft is clearly flying outside the corridor, i.e. 250m outside, the aircraft is identified as causing a "possible" track violation.

As always, safety prevails and there may be cases which involve vectoring an aircraft sooner than at the NPR height restriction. If there is valid justification that could explain the deviation from the track, then the operator causing it will be exempt from the fine. Valid justifications include:

- Safety or operational reasons
- Weather avoidance
- Emergencies

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* *This category relates to Test/Training flights or short positioning flights.*

The table below shows track keeping violations over the previous 3 month period. The on track performance for the quarter, that is counting the deviations for weather and traffic avoidance and those classed as violations, was 99.34%.

	Number of Violations	Total Penalties Collected
Jan 2016	6	£4,750
Feb 2016	13	£10,500
Mar 2016	6	£4,500
QTR	**25**	**£19,750**

The breakdown of the violations is shown in the table below.

	Airline or Aircraft Operator	Aircraft Type/Occurrence
Jan 2016	Air Alsie	F2TH/1
	London Executive Aviation	C510/1
	NetJets	E55P/1
	Privately owned aircraft	C25A/1; C680/1; GLF4/1
Feb 2016	Air Berlin	B737/1
	European Air Transport	B752/1
	Executive Jet Management	GLEX/1;
	Iberia Airlines	A333/1
	NetJets	E55P/1; GLF5/1
	Privately owned aircraft	BE40/1; C25A/1; CL60/1; GL5T/2; GLF4/1; PC12/1
Mar 2016	Air Hamburg	C550/1
	AtlasGlobal Airlines	A321/1
	Privately owned aircraft	F2TH/1; GLEX/1
	Rockwell Collins	GLEX/1
	VLM Airlines	F50/1

2.3 Performance Based Navigation (PBN)

Since implementation of RNAV procedures on the westerly Match/Detling departure route the airport continues to monitor the route very closely.

There has been improved track keeping for aircraft using the RNAV procedures and therefore reducing the direct overflights of the most densely populated areas. However, there are still on-going discussions with Swanwick ATC centre to reduce the number of aircraft being vectored before the Railway Line between Harpenden and St Albans.

The Flight Operations team are now looking to implement Required Navigational Performance (RNP) procedures on the westerly Match/Detling route. These procedures concentrate tracks even further than RNAV, therefore enhancing the route adherence. At present, the Flight Operations team are in the design stage of a route with a live trial expected towards the end of 2016 and a consultation period in early 2017.

3 ARRIVING AIRCRAFT

3.1 Arrivals Route Analysis

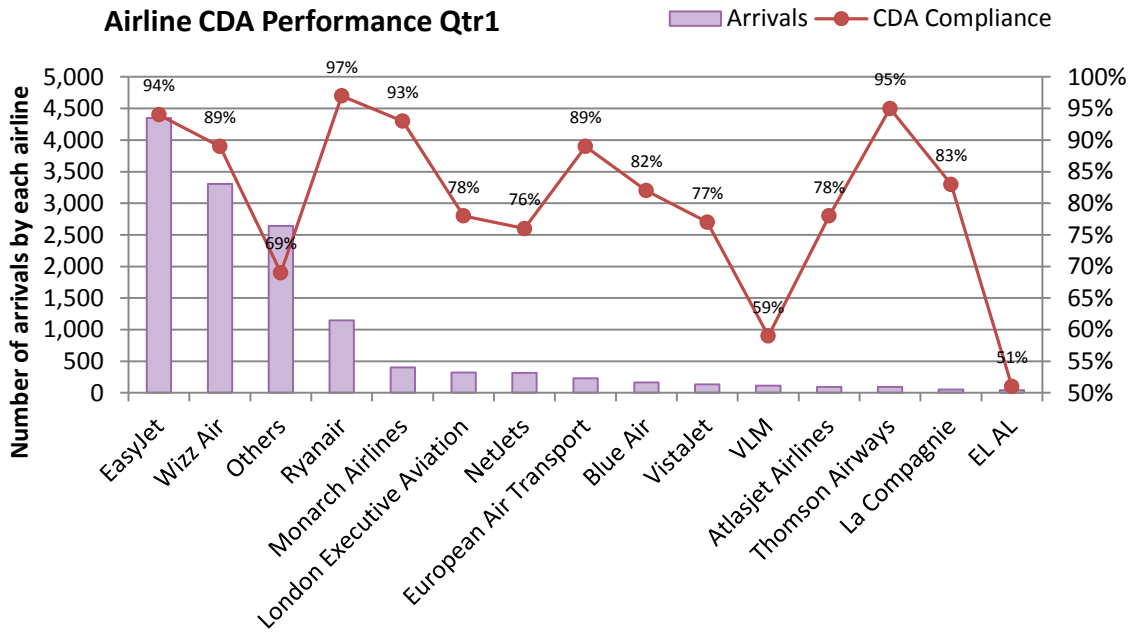
The following table reports the total number of arrivals differentiating between easterly (08), westerly (26) operations and helicopters. Night movements quoted below landed between 23:00 hrs and 07:00 hrs.

		Arrivals			Total
		08	26	Heli	
Jan 2016	Daytime	638	3,144	13	**3,795**
	Night-time	57	328	0	**385**
Feb 2016	Daytime	967	2,988	16	**3,971**
	Night-time	81	310	2	**393**
Mar 2016	Daytime	1,739	2,710	14	**4,463**
	Night-time	150	298	1	**449**
QTR	**Total**	**3,632**	**9,778**	**43**	**13,456**
	Daily Average	*40*	*107*	*0*	*148*

The table below shows the percentage of flights that achieved a Continuous Descent Approach (CDA), which involves continuous descent with no more than one section of level flight greater than 2.5Nm in length following descent from an altitude of 5000ft.

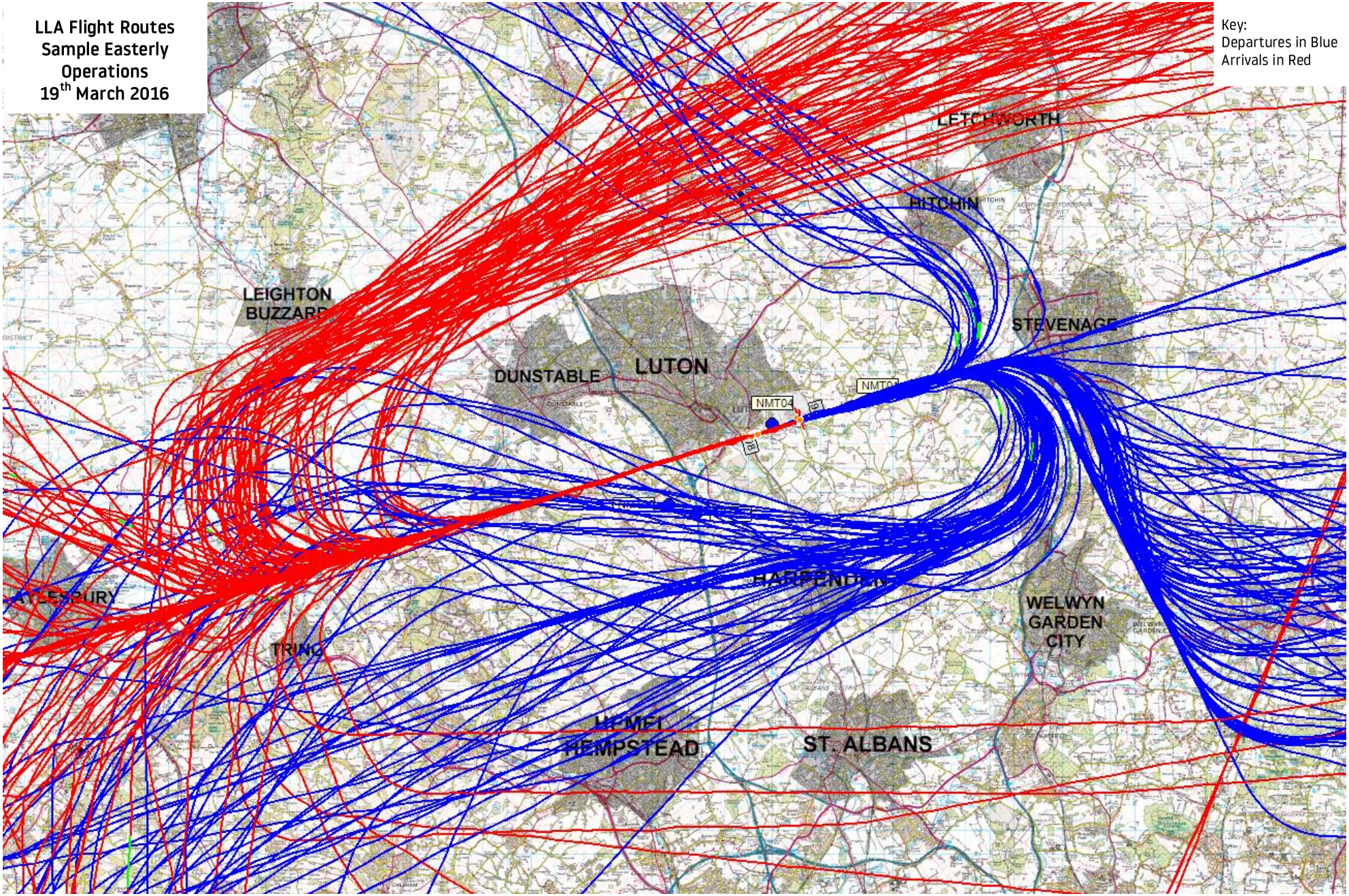
	All Arrivals			08 Easterly Arrivals			26 Westerly Arrivals		
	% CDA			*% CDA*			*% CDA*		
	Total	*Day*	*Night*	*Total*	*Day*	*Night*	*Total*	*Day*	*Night*
Jan 2016	**85%**	85%	87%	**91%**	91%	90%	**84%**	84%	86%
Feb 2016	**86%**	87%	81%	**89%**	89%	85%	**85%**	86%	80%
Mar 2016	**88%**	89%	82%	**89%**	90%	77%	**88%**	88%	85%
QTR Total	**87%**	*87%*	*83%*	**89%**	*90%*	*76%*	**86%**	*86%*	*84%*

The overall CDA achievement was 87% with several major LLA operators achieving higher performance – easyJet, Ryanair, Monarch and Thomson Airways.

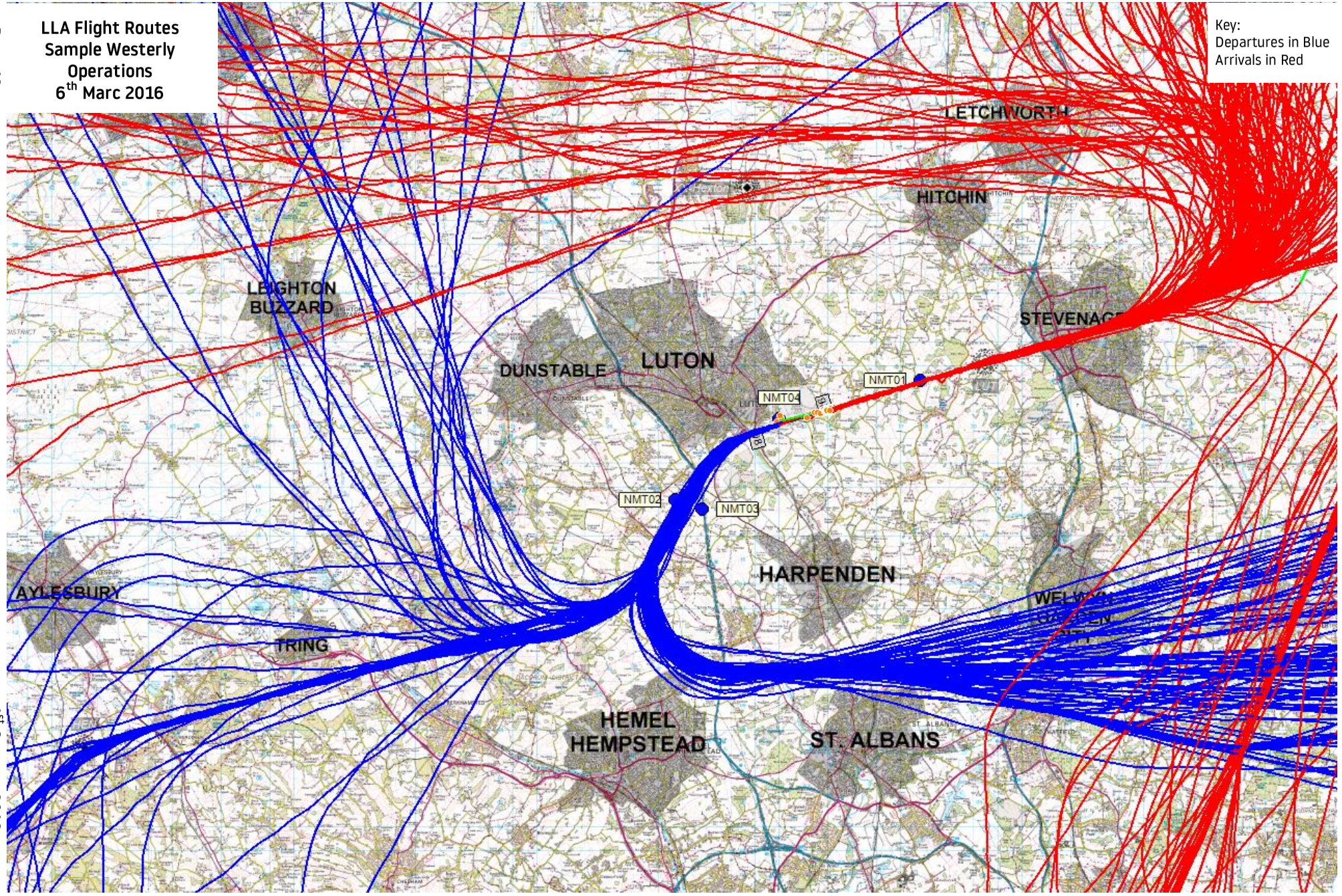


Maps on page overleaf, extrapolated from the Topsonic Aircraft Noise & Track Monitoring System, identify samples of actual flown tracks of LLA aircraft operations (arrivals and departures during both easterly and westerly operations) for a typical 24 hour period within the first quarter of 2016.

LLA Flight Routes
Sample Easterly Operations
19th March 2016



LLA Flight Routes
Sample Westerly Operations
6th Marc 2016



4 AIRCRAFT NOISE

During the 1st quarter of 2016, the maximum noise levels less than 79 dB(A) was recorded by 98% of correlated departing aircraft, compared with 97% for the same quarter last year.

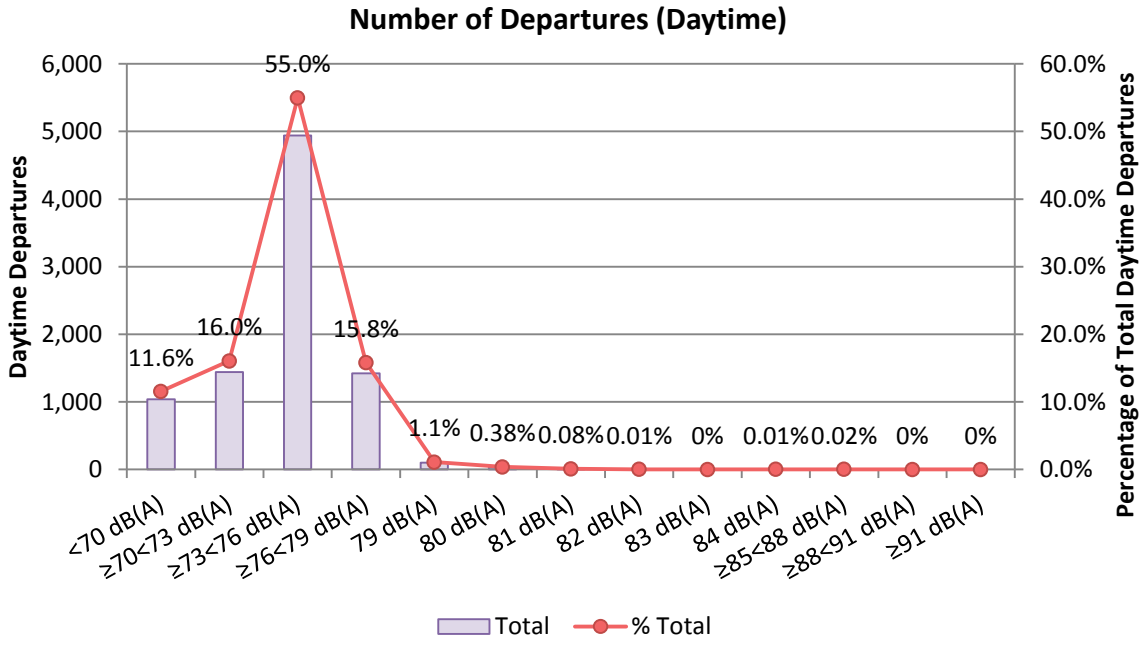
The maximum noise level less than 76 dB(A) recorded by 82% of correlated departing aircraft significantly increased compared to 78% for the same period last year, indicating that more modern and quiet aircraft are operating at the airport.

There was one violation of the night-time noise level in this quarter, and a total of three violations of the 82 dB(A) day noise violation level, compared to none in 2015.

4.1 Daytime Noise Levels – January to March 2016

The following table identifies daytime noise levels correlated to departing aircraft at the fixed noise monitoring terminals.
(*Any aircraft exceeding the Daytime Noise Violation Limit of 82dB(A), between 07:00 hrs and 23:00 hrs, is fined accordingly*)

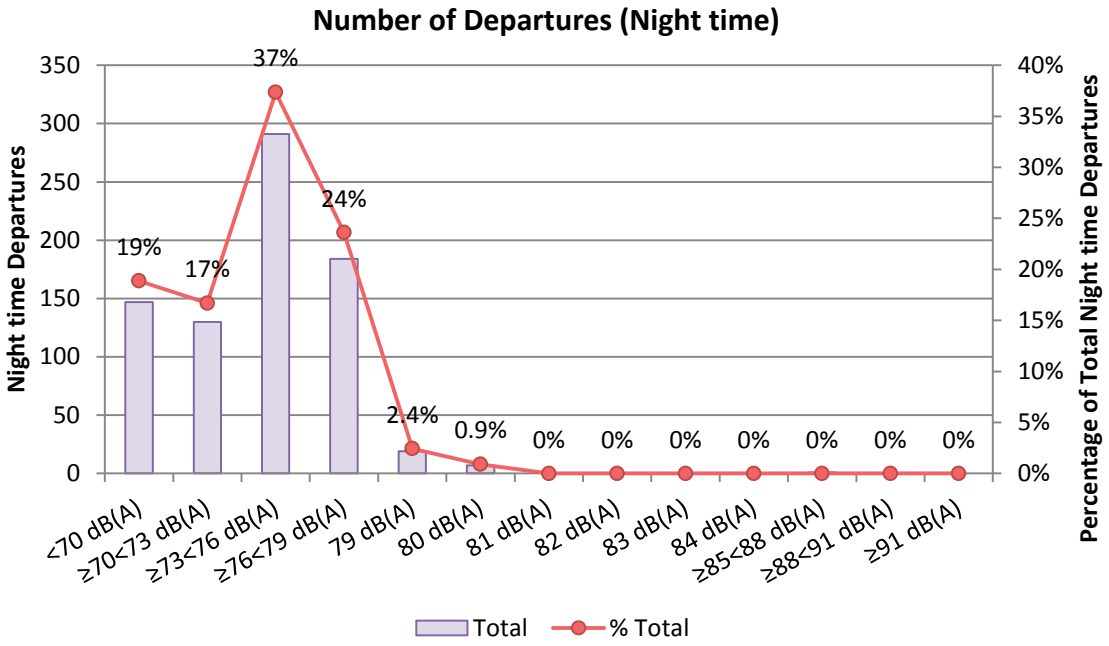
	Number of Departures (Daytime)													Total
db (A)	<70	>=70 <73	>=73 <76	>=76 <79	79	80	81	82	83	84	>=85 <88	>=88 <91	>=91	
Jan	258	403	1,484	464	30	10	1	0	0	0	0	0	0	**2,651**
Feb	325	464	1,559	404	29	8	1	1	0	1	1	0	0	**2,793**
Mar	455	574	1,896	552	39	16	4	0	0	0	1	0	0	**3,537**
QTR	**1,038**	**1,441**	**4,939**	**1,420**	**98**	**34**	**7**	**1**	**0**	**1**	**2**	**0**	**0**	**8,981**



4.2 Night Noise Levels – January to March 2016

The following table identifies the night noise levels correlated to departing aircraft at the fixed noise monitor terminals.
(Any aircraft exceeding the Night Noise Violation Limit of 80dB(A), between 23:00 hrs and 07:00 hrs, is fined accordingly)

	Number of Departures (Night time)													Total
db (A)	<70	>=70 <73	>=73 <76	>=76 <79	79	80	81	82	83	84	>=85 <88	>=88 <91	>=91	
Jan	45	36	96	56	4	2	0	0	0	0	1	0	0	**240**
Feb	39	44	89	50	7	1	0	0	0	0	0	0	0	**230**
Mar	63	50	106	78	8	4	0	0	0	0	0	0	0	**309**
QTR	**147**	**130**	**291**	**184**	**19**	**7**	**0**	**0**	**0**	**0**	**1**	**0**	**0**	**779**



N.B. The detection thresholds for the noise monitoring terminals are set at the lowest level to record the maximum number of aircraft noise events. However, a number of smaller aircraft types, such as business jets and propeller aircraft, get very close to but do not reach the detection threshold. Ambient background noise is also an important factor as strong winds and specific incidents such as loud road traffic, emergency vehicle sirens, lawn mowers, drills etc. can register noise levels louder than an aircraft overhead, which results in not all aircraft movements being correlated to noise events. Generally the louder noise events have more certainty of being correlated with aircraft movements.

4.3 Noise Violations during Qtr1 (January to March 2016)

There were three daytime noise violations and one night noise violations during the quarter.

	Date/Time (Local)	Aircraft Type	Noise Level
Daytime	17/02/2016 14:02 hrs	B732 (Executive Jet)	84 dB(A)
	26/02/2016 14:36 hrs	B732 (Executive Jet)	85 dB(A)
	03/03/2016 10:02 hrs	GLF3 (Executive Jet)	85 dB(A)
Night-time	05/01/2016 23:29 hrs	AN12 (Ad-Hoc)	86 dB(A)
Total Penalties Collected			**£800**

5 NOISE CONTOURS

5.1 Night Noise Contours – January to March 2016

5.1.1 Contour Production

Aircraft movement data for use in the contour production has been supplied by LLAOL. The same contour production methodology has been used as for the 2015 quarterly contours. That is with the inclusion of terrain, and the latest INM software (Version 7.0d) which has been used with a validation based on measured results in 2014 at the fixed noise monitors, and user-defined profiles for the most common aircraft based on information provided by easyJet and measured results from the mobile noise monitor while it was stationed in south Luton (Ludlow Avenue) in December 2014 and January 2015.

5.1.2 Noise Contour Results

The resulting noise contours are shown in the attached Figure A9457-NN16-Q1 and presented at values from 48 to 72 dB $L_{Aeq,8h}$. The area of each noise contour is given in Table 1 below and compared with the values for the previous quarter (October – December 2015) and the equivalent quarter during the previous year (January – March 2015).

Contour Value (dB $L_{Aeq,8h}$)	Contour Area (km^2)		
	Jan – Mar 2015	*Oct - Dec 2015*	*Jan – Mar 2016*
48	15.9	22.8	19.6
51	8.3	12.7	10.8
54	4.6	6.7	5.9
57	2.4	3.7	3.2
60	1.4	1.9	1.7
63	0.8	1.2	1.0
66	0.5	0.7	0.7
69	0.3	0.5	0.4
72	0.2	0.3	0.3
W/E Split (%)	76/24	69/31	76/24

Table 1: Area of Night Noise Contours

N.B. The runway split percentage in Table 1 is based only on night time (2300 – 0700) movements, and as a result there might be discrepancies between the figures quoted in a Runway Usage diagram and this Table.

5.1.3 Aircraft Movements

The aircraft movements for the night noise contours as supplied by LLAOL are summarised in Table 2 below, and compared with the movements from the previous quarter and the equivalent quarter in the previous year. Only aircraft types with at least 10 movements have been presented. For aircraft types with less than 10 movements in a period or types that were not explicitly presented in previous periods, 'n/a' is shown.

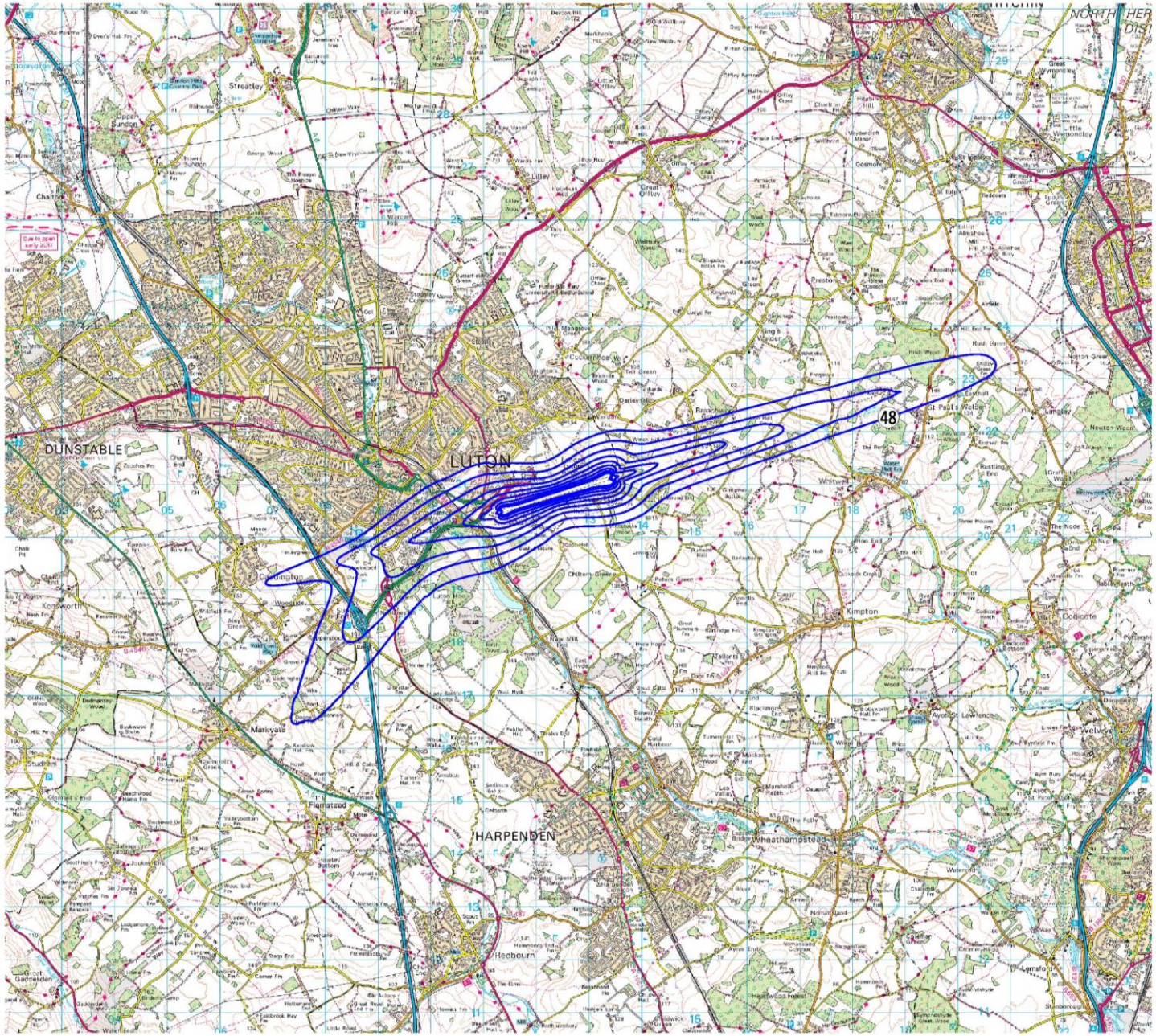
INM Aircraft Type	Jan – Mar 2015	Oct – Dec 2015	Jan – Mar 2016
B733	33	28	32
B734	53	69	63
B737	13	11	11
B738	239	413	308
B752	28	131	89
A306	142	185	171
A319	170	329	162
A320	455	643	554
A321	37	118	87
CL600	42	89	61
CL601	43	30	43
C441	12	10	n/a
C500	17	11	14
C510	20	25	13
C525	24	41	29
C56X	37	45	51
C680	n/a	10	n/a
D328	127	88	118
E145	38	54	35
F100	67	74	68
F2TH	27	n/a	n/a
GLF4	57	52	60
GLF5	252	292	223
LJ35	24	13	38
MU3001	n/a	11	n/a
Other	30	43	45
Total	**1987**	**2815**	**2275**

Table 2: Night-time Aircraft Movement Numbers by Aircraft Type

5.1.4 Noise Contour Comparison

Compared with the same quarter in 2015, there has been an increase of 14% in the total number of movements. The number of turbofan passenger aircraft has increased by around 30% while the number of business jets and GA aircraft has decreased by around 9%. The modal split is the same as in the quarter in 2015. The area within the 48 dB(A) noise contour has increased by around 23% compared to the same quarter last year. This is due to the increase in overall movements and the increased proportion of turbofan passenger aircraft, which are generally noisier than business jets and GA aircraft.

As in previous years, the number of movements, and therefore the contour area, has significantly decreased compared to the previous quarter (October - December 2015).



LEGEND:

Noise Contours,
48 to 72 dB $L_{Aeq,8h}$ in 3 dB steps

REVISIONS

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London Luton Airport
Regular Contouring

Airborne Aircraft Noise Contours
Jan-Mar 2016 Average Night time

DRAWN: DR CHECKED: NW

DATE: May 2016 SCALE: 1:100000@A4

FIGURE No:

A9457/NN16/Q1

6 COMPLAINTS

6.1 Total Complaints relating to LLA aircraft operations

On the 1st January 2016, the airport implemented a new complaints policy. This was aimed to remove the confusion relating to the 'Events' section of the reporting. Complaints will now be reported in two forms – General disturbance and Specific disturbance. A General disturbance relates to a complaint that does not specify a time period, examples of this type of complaint includes frequency, air quality and ground noise. A specific complaint relates to a complaint which specifies the time which can be correlated to an aircraft, example complaints of this type include too low, too loud, night flight and off-track. If a single piece of correspondence contains multiple specific disturbances, this will be logged as a general complaint regarding frequency.

	1st QTR 2015	1st QTR 2016
Total No. of Complaints relating to LLA aircraft operations	107	191
No. of Complainants	40	64
No. of General Complaints	-	71
No. of Specific Complaints	-	120
Average No. of Complaints per Complainant	2.7	3.0
No. of Aircraft Movements per Complaint	213	141

During the last quarter a total of 191 complaints relating to LLA aircraft operations (on average just over 2 complaints per 24 hours) were received by the Flight Operations Department, compared with 107 for the same period last year. This was an increase of 78.5%.

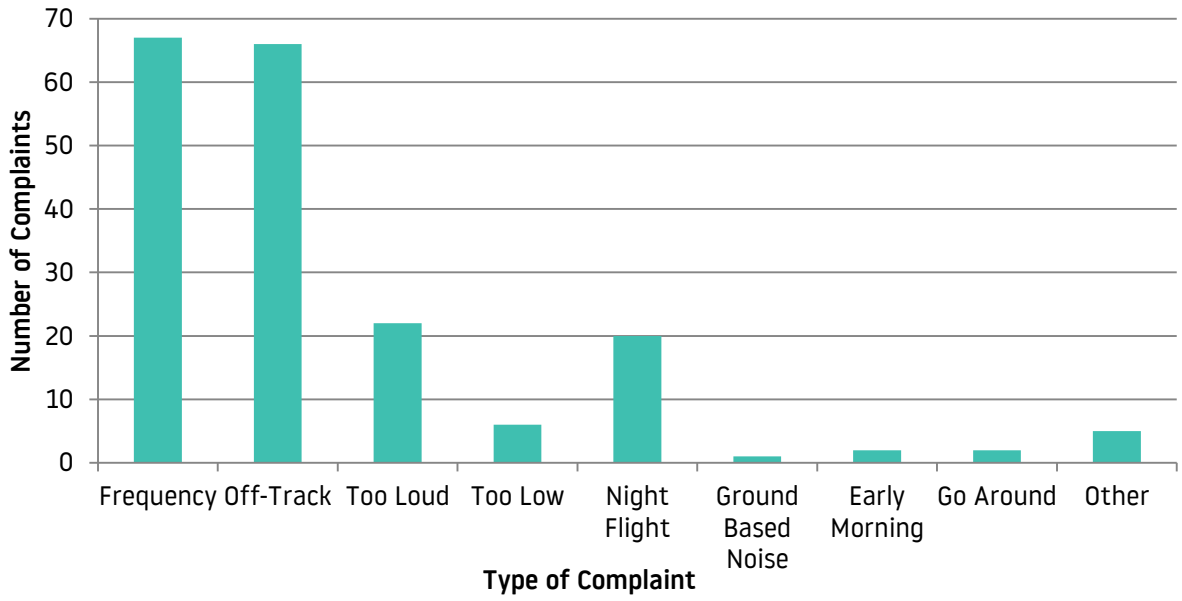
The monthly breakdown of total complaints and events eliciting a complaint relating to LLA aircraft operations is as follows:

January 2016	43 complaints	(28 Specific Complaints, 15 General Complaints)
February 2016	53 complaints	(27 Specific Complaints, 26 General Complaints)
March 2016	95 complaints	(65 Specific Complaints, 30 General Complaints)

A further 12 complaints not attributable to LLA traffic were received throughout the quarter, compared to 13 complaints for the period January to March last year.

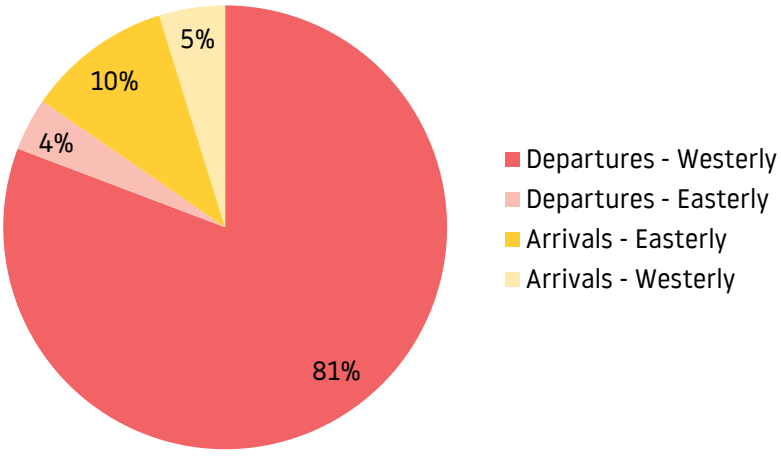
6.2 Type of Complaint

The types of complaint received by the Flight Operations team from January to March 2016 are listed below.



6.3 Nature of Disturbance

The chart represents the areas of concern reported from specific complaints with regard to aircraft activity during the period January to March 2016.



Within the 84 specific aircraft complaints concerning westerly departures, 18 complaints involved aircraft on the Match/Detling conventional flight route, whilst 60 complaints related to the Match/Detling RNAV route and 6 related to aircraft on the Compton heading.

With regard to the 4 complaints attributed to easterly departures, 3 related to aircraft following the Compton flight route and 1 involved aircraft on the Olney heading.

In total the Flight Operations team received a total of 16 complaints regarding arrivals. 11 of these complaints were about easterly arrivals and a further 5 concerning westerly arrivals.

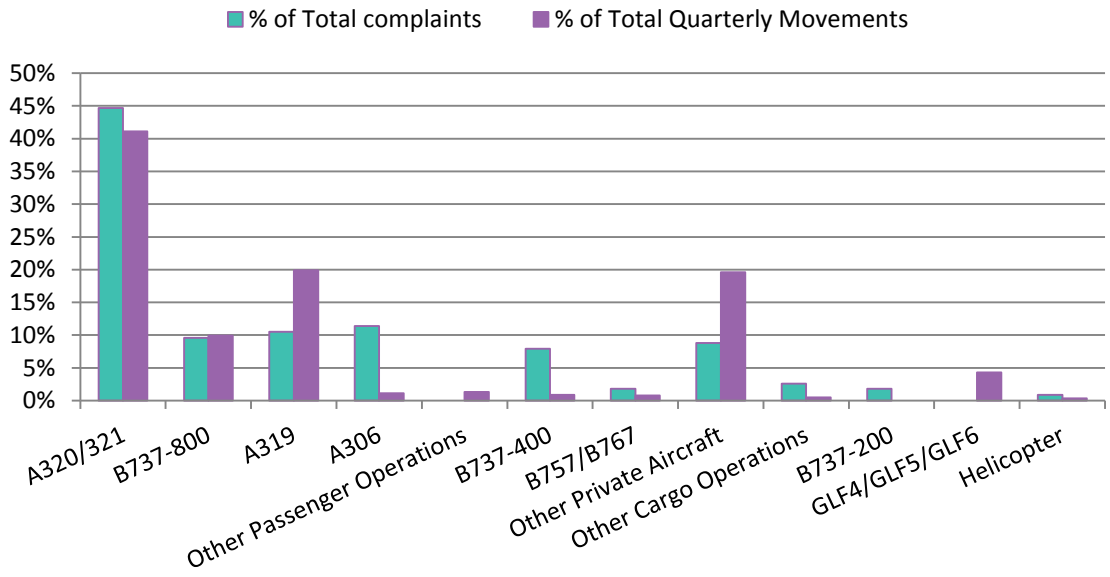
19 Complainants reported specific noise disturbance at night (compared to 20 Complainants for the same Quarter last year)

Departing aircraft accounted for 85% of the 20 night complaints and 15% involved arrivals. Cargo flights, involving A306, B734 and ATP aircraft were reported in 55% of night complaints.

20 (10%) Specific Complaints concerning night noise disturbance from LLA operations

6.4 Complaints by aircraft type

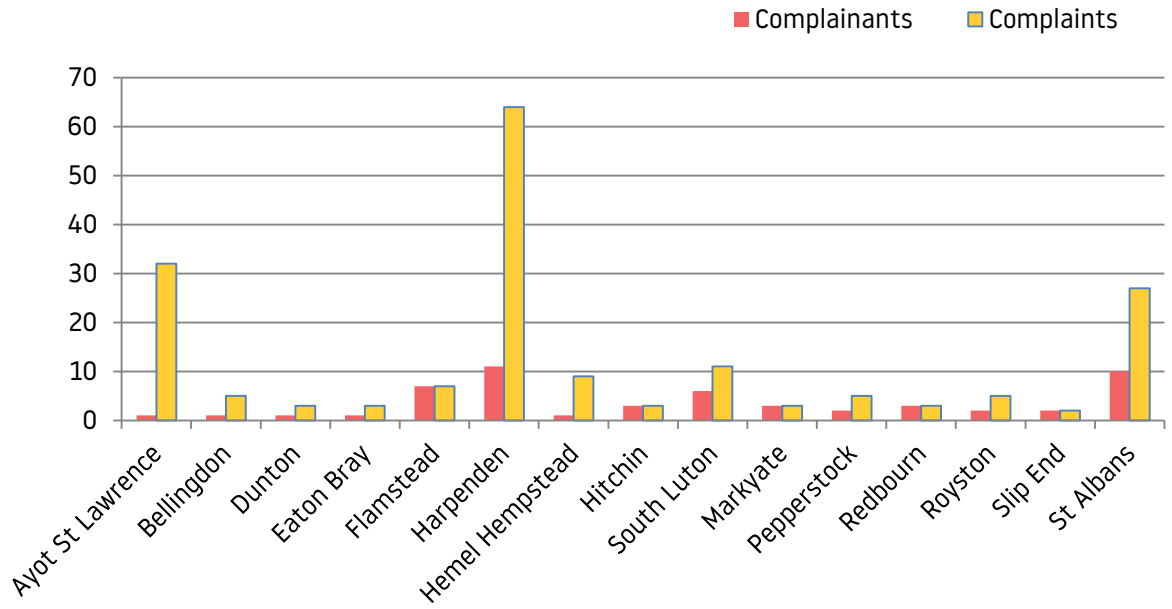
The diagram below shows aircraft types generating specific complaints.



6.5 Origin of Complaints

The chart below identifies the areas around the Airport from which more than one complaint relating to LLA aircraft operations was received during the period January to March 2016.

The communities with one complaint include Blackmore End, Dunstable, Kensworth, Kimpton, Letchworth Garden City, Princes Risborough, Streatley, Tring and Wheathampstead.



6.6 Communication Method

The following table shows the mode of communication used to contact London Luton Airport regarding noise. Please note, the online Noise Complaint form has been substituted with the online TraVis Complaints form.

Communication Method	% of Total Complaints
E-mail	74%
Telephone	17%
Letter	1%
TraVis	8%

Any concerns relating to aircraft operations associated with London Luton Airport can also be reported to the Flight Operations Department by the following means:

Postal Address Flight Operations Department
London Luton Airport
Navigation House
Airport Way
Luton, Bedfordshire
LU2 9LY

Direct Telephone (01582) 395382 (24 hours)

7 COMMUNITY RELATIONS

7.1 Community Visits to Airport

Invitations are often extended to local residents and LLACC members to visit the Flight Operations Team for a demonstration of the Aircraft Noise & Track Monitoring System, to discuss specific concerns and to view the specific tracks of LLA aircraft operations in their area.

Following on from the last LLACC meeting Louise Attrup (LADACAN) was invited to attend a meeting at the airport to provide insight into the Topsonic programme and to answer any questions as a relatively new member to LLACC, this meeting occurred on the 8th February 2016. On the 9th February the Flight Operations team welcomed Cllr Richard Stay and Cllr Kevin Collins to discuss the noise impacts in the Central Bedfordshire area. On the 4th March, the Flight Operations team also met with three Hertfordshire councillors to discuss the concerns specifically relating to Markyate and Flamstead. Finally, on the 17th March, three Caddington Parish councillors attended the airport to view the Topsonic system, meet the team and a short tour of the airport and recent redevelopment works.

7.2 Airport Visits to the Community

During the quarter there were two Public Surgeries – one was held in Flamstead on the 25th January 2016. The other was in Breachwood Green on 8th March 2016. At each of these surgeries there were more than 50 attendees from the local areas. Many residents had concerns regarding the expansion and the impact this would have to them from both a noise and if there was an increase in movements. Breachwood Green specifically had concerns regarding air pollution, and LLA have agreed to place an air quality monitor in the village to gain more insight into this. The objective at these surgeries is to ensure that everyone who attends is better informed about aircraft operations on their area. More Public Surgeries are scheduled; details of the Public Surgeries can be found on our Noise website, which is updated accordingly.

It should also be noted that, on the 22nd March 2016 members a number of representatives from LLA and NATS attended Scrutiny Committee meeting in St Albans.